(iii) Where the TRS service differs from the mandatory minimum standards contained in §64.604, the VRS and/or IP Relay provider establishes that its service does not violate applicable mandatory minimum standards.

(c)(1) *State certification period.* State certification shall remain in effect for five years. One year prior to expiration of certification, a state may apply for renewal of its certification by filing documentation as prescribed by paragraphs (a) and (b) of this section.

(2) *VRS and IP Relay Provider FCC certification period.* Certification granted under this section shall remain in effect for five years. A VRS or IP Relay provider may apply for renewal of its certification by filing documentation with the Commission, at least 90 days prior to expiration of certification, containing the information described in paragraph (a)(2) of this section.

(d) *Method of funding.* Except as provided in §64.604, the Commission shall not refuse to certify a state program based solely on the method such state will implement for funding intrastate TRS, but funding mechanisms, if labeled, shall be labeled in a manner that promote national understanding of TRS and do not offend the public.

(e)(1) *Suspension or revocation of state certification.* The Commission may suspend or revoke such certification if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. In a state whose program has been suspended or revoked, the Commission shall take such steps as may be necessary, consistent with this subpart, to ensure continuity of TRS. The Commission may, on its own motion, require a certified state program to submit documentation demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a state program may not be in compliance with the minimum standards.

(2) *Suspension or revocation of VRS and IP Relay Provider FCC certification.* The Commission may suspend or revoke the certification of a VRS or IP Relay provider if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. The Commission may, on its own motion, require a certified VRS or IP Relay provider to submit documentation demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a certified VRS or IP Relay provider may not be in compliance with the minimum standards.

(f) *Notification of substantive change.* (1) States must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.

(2) VRS and IP Relay providers certified under this section must notify the Commission of substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and must certify that the interstate TRS provider continues to meet federal minimum standards after implementing the substantive change.

(g) VRS and IP Relay providers certified under this section shall file with the Commission, on an annual basis, a report providing evidence that they are in compliance with §64.604.

[70 FR 76215, Dec. 23, 2005]

Appendix B

Sprint Relay TRS, STS, CapTel, and VRS Training Outlines

Sprint TRS Training Outline

Module	Module Description
Module 1	**Orientation** • Objectives • Welcome & History • Future of Sprint • What is Relay? • CA Training • Call Flow Chart
Module 2	**Phone Image** • Objectives • Introduction • Communicating Information • Using Conversational Tone • Managing Dissatisfied Customers
Module 3A	**Overview of System and Equipment** • Objectives • Logging In • Logging Out • Screen Display • Checking for Understanding • Headsets • Modem • Error Correction • Keyboard • Last Typed Macro Feature • English Macros • Spanish Macros • Telephony Terms
Module 3B	**Interactive Terminals** • Knowing Your TTY • Closing a Conversation • Typing Background Noises
Module 3C	**Overview of System and Equipment (FRS Only)** • Malfunctions • Relay Procedures • Confidentiality • Statistics • Handling Obscene Calls • Requesting a Supervisor • Reporting • Macros
Module 4A	**Call Processing Procedures** • Objectives • Your Role as CA • Call Processing for All States
Module 4B	**Destinations of Traffic** • Destinations not Allowed • IntraLata Competition • State Differences

Module	Module Description
Module 4C	**Answering Machines and Audiotext** • Record Feature • Voice Answering Machine • Voice to TTY Answering Machine • Information Line • Audiotext • Voice Mail • Pagers/Beepers (TTY-Voice) • Pagers/Beepers (Voice - TTY) • Variations • Answering Machine Retrieval
Module 4D	**Voice Originated Calls** • Local Call Description • Toll Free and Paid • Paid over Sprint Network • Paid over Alternate Carrier • Variations
Module 4E	**Long Distance Calling** • FONcard • LEC Card • Optional Cards • Pre-Paid Cards • Collect • Third Party • Immediate Credit
Module 4F	**VCO and HCO** • Voice Carry Over (VCO) • Inbound VCO Branding • Busy Line • No Answer • Two-Line VCO • Hearing Carry Over (HCO) • Non-Branded HCO • Branded HCO

Module	Module Description
Module 4G	**Alternate Call Types** • VCO to VCO • VCO to TTY • TTY to VCO • HCO to HCO • HCO to TTY • TTY to HCO
Module 4H	**Customer Database** • Customer Database Feature • Customer Notes Window • UCR Main Menu • Name Submenu • COC Submenu • InterLata COC • IntraLata COC • Billing Method Window • Billing Options • Numbers Submenu • Emergency Numbers • Frequently Dialed Numbers (FD) • Blocked Numbers • Customer Notes
Module 4H	**Customer Database** • Preferences • Answer Type • Language Type • Outdial Restrictions • Macros • Last Number Redial

Module	Module Description
Module 4I	**Variations**
	• Busy Signals
	• Poor Connection
	• No Answer
	• Request for Information
	• Speech Impaired
	• Pacing Voice Customer
	• Profanity towards CA
	• Request for M or F CA
	• CA Knows Customer
	• Suicide
	• Abuse
	• Illegal Calls
	• Sensitive Topics
	• Redialing
	• Switchboards
	• Young Children
	• Inbound ASCII
	• Repeating Information
	• Request for Relay Number
	• Restricted Calls
	• ASCII on Outbound Line
	• Regional 800
	• Two Calling From Numbers
	• LEC Service Office
	• Double Letters
	• Call Waiting
	• Conference Calls
	• Three-Way Calling
	• Changing CAs
	• 800 Number Referral
	• Hard-of-Hearing Customer
	• Call Backs for TTYs
	• Multiple Calls
Module 4I	**Variations**
	• Call Modification
	• Holding
	• Alternate Language
	• Typing in Parenthesis
	• Product Information
	• Spanish Calls
	• Voice Customer Hangs Up
	• Variable Time Stamp
	• TTY Customer Hangs Up
	• Conversation being Recorded
	• Prompting Voice for "GA"
	• Non-Standard TTY Capability
	• Internet Characters
	• TTY does not type "GA"
	• Cellular Long Distance Calls
	• Party Line Calls

Module	Module Description
Module 5	**Emergency Call Processing** • Emergency Calls • Non-Emergency Calls • Emergency Incident Form
Module 6A	**Performance and Procedures** • Performance Measurement Plan • Quality Customer Service • Commitment • Personal Effectiveness • Assessment Survey and Replay • Emergency Procedures • Emergency Assistance Form • Checking for Understanding
Module 6B	**Healthy Relay** • Introduction • Analogy • Stretching Exercises • CA Reinforcement • Ergonomic Review • Setting up Workstation • GUAM - Get up and move
Module 6B	**Healthy Relay** • Ergonomic Relief • Slowing the Customer • Overtime Relaxation
Module 7A	**Responding Positively** • Stress Management • Thoughts and Feelings • Relaxing Emotionally • Thinking Powerfully • Exercise • Nutrition • Relaxation/Meditation • Energy Resource Assessment • Suggested Reading • Leader's Notes
Module 7B	**Healthy Detachment** • Interactive Communication • TDD Communication • Potential Stressors • Detaching
Module 8	**Assessing Performance** • Assessment Process • Coaching • Feedback • Pass/Fail Guidelines • Role Plays

Module	Module Description
Module 9	**Supervisor as Trainer and Coach** • Introduction • Objectives • Being a Coach/Trainer • An Adult Learner • Giving Effective Instruction • Feedback
Module 10	**A Healthy Approach to Relay** • Learning Continuum • Adult Education • Dale's Cone of Experience • Elements of Lesson Design • Preparation for Training • Warm Ups • Voice Inflection • Handling Interruptions • Prep for Final • Hearing Thru (TDD - Voice) • Hearing Thru (Voice - TDD) • Voice Thru (TDD - Voice) • Voice Thru (Voice - TDD) • Audiotext • Information Lines • Business Answering Machines • Residential Answering Machines • Beepers • Spanish Answering Machine • TTY Answering Machine

Speech-to-Speech Training Outline

Module 1	**Orientation**	
	▪ Objectives	What is Speech to Speech
	▪ Welcome & Introductions	Differences from Relay
	▪ Description	Agent Training
	▪ History	
Module 2	**Speech to Speech Customers**	
	▪ Objectives	Varying Speech Patterns
	▪ Introduction	Voice Synthesizers
	▪ Phone Image	Types of Calls
	▪ Characteristics of Speech to Speech Customers	Transparency & Confidentiality Phrases
	▪ Breaking the Stereotypes	
Module 3	**Attributes of STS CAs**	
	▪ Objectives	Caller Control
	▪ Patience	Sensitivity and Understanding
	▪ Concentration	
	▪ Listening Skills	
Module 4A	**Call Processing Procedures**	
	▪ Objectives	
	▪ Your Role as CA	
	▪ Billing	
	▪ Directory Assistance	
	▪ Changing CAs	
Module 4B	**Answering Machines and Audiotext**	
	▪ Answering Machines	
	▪ SA to SD Answering Machine	
	▪ Busy/Disconnects	
	▪ Audiotext Message	
	▪ Pagers/Beepers	
Module 4C	**Emergency Call Processing**	
	▪ Emergency Services	
	▪ EM Numbers	
	▪ Emergency Incident Form	
Module 4D	**Variations**	
	▪ Outbound to Relay	Using GA
	▪ Personal Conversations	Spelling
	▪ Operator Calls	Announcement
	▪ Talking on Hold	900 Calls
	▪ Keeping the Customer Informed	Request to Hold
	▪ Differentiating STS and Relay	SD to SD through STS
	▪ Outdialing to STS	Non STS Calls

1.0 **Training Summary Outline**

    1.1 **Introduction/Tour**

Introductions: Lead trainer, training assistant, Call Center director, and other administrative personnel that may be involved in the first day of training. Prospective CAs are given a tour of the building and the facilities. Each individual is given a security passkey and shown how to use it. The CTI building is a secured facility and the passkey is needed to enter the parking lot after normal business hours, enter the building and gain access to the Call Center floor by stairway or elevator.

    1.2 **Human Resources Overview**

The Human Resource coordinator meets with each group to go over required employment paperwork for the State of Wisconsin, Call Center policies, non-disclosure agreement, confidentiality requirements, expected standards that must be met to pass out of training, and current scheduling needs.

    1.3 **Videos**

Several videos are shown to better demonstrate the job of a CA and how the technology works and how it provides improved communication for our clients. After each video, questions are answered or clarified as needed.

    1.4 **Mini Demonstration *CapTel* Phone**

A brief explanation of the *CapTel* phone and the captioning system is given including commonly used terminology when referring to each party involved in a call. Each trainee is then able to place a short call to experience using the *CapTel* phone. This helps individuals to better understand what we are asking them to provide our clients and what the client experiences.

    1.5 **Introduction - Developing a Personal Voice Profile**

Developing a personal voice profile is the most important step to successfully process *CapTel* calls. CAs are given specific instruction as to how to speak, how to sit, and how to utilize the computer and headset to gain optimal accuracy.

    1.6 **Introduction - Training Program**

The *CapTel* training program allows individuals to listen to various pre-recorded scripts and "re-voice" what they hear directly into the recognition program. Individuals are coached to focus on developing the proper re-voicing technique. This simulates the conversation or voice of the hearing person and having to repeat those words to the computer accurately. Through the progression of various training scripts CAs work to improve their speed of speech while maintaining accurate pronunciation of words based on each script.

1.7 Introduction - Call Handling Tools

Macros are utilized to aid in the speed and accuracy of calls. CAs listen to pre-recorded scripts that consist mainly of macro type words and learn to utilize the macros accordingly.

1.8 Introduction - Call Handling Skills –Pacing a Conversation

CAs are introduced to further call handling skills that allow them to pace various calls in order to provide accurate captions.

1.9 Introduction - Call Handling Skills – Inserting Words

CapTel trains its CAs to insert particular words that the Voice Recognition is not able to caption successfully or in a consistent manner. These words include such things as people's names and regional cities and towns.

1.10 Introduction – How to Handle Various Recordings

CAs are introduced to various types of calls and how to handle each. The importance of verbatim transcription, confidentiality, accuracy and speed are reviewed. CAs view a demonstration by the training assistant, and then each CA is assigned scripts relating to answering machines and automated recordings.

1.11 Introduction & Demo of *CapTel* Conversation

Each trainee observes each end of the "telephone call", (CA, *CapTel* user, hearing person). Each CA assists in making "live" calls to other trainees. This encourages each CA to observe and experience what our clients experience on every call. It also allows the CA who is captioning an opportunity to practice their learned techniques on more realistic, true to life calls.

2.0 Introduction to Call Simulation

Live call simulation allows CAs to gain exposure to real incoming calls landing on the production floor, however they do not interfere with the quality of captions going to the *CapTel* user. New CAs are paired with experienced CAs on the production floor to observe and listen to live calls.

2.1 Call Simulation-Timings

CAs are placed into a rotation of call simulation and receive their first official timing for speed and accuracy baseline timings provide a progress report for each CA and develop a list of improvement areas. This measures the quality and accuracy of re-voicing.

2.2 Review of Baseline Timings

Training Scripts are assigned to the group. One at a time, each CA meets with the trainer to review their baseline timings. Feedback and review of standards and expectation are given.

2.3 Introduction to Correction Tool

The correction tool is introduced to provide CAs with another opportunity to provide the highest quality captions.

2.4 Review Training Elements

CAs meet as a group with the trainer to review the various elements that enable them to provide the quality of captions we expect from each CA.

3.0 Monthly Timing Policy

CTI's monthly timing policy is reviewed with all CAs. The importance of successfully passing these timings is emphasized.

3.1 Call Simulation-Timings

CAs are placed into a rotation of call simulation and receive an official timing. This second timing is a base-line timing in which re-voicing accuracy and call handling skills along with the ability to correct errors are evaluated. Each CA is unaware of when the timing will occur.

4.0 Production Floor Orientation

Current supervisors meet with the group of CAs to go over specific Call Floor procedures, expectations, break adherence, time clock, lockers, emergency plans, and point of contact individuals for questions and assistance.

CAs continue to progress onto the production floor and practice in the training room as needed. CAs are timed each day and progress is reviewed until a CA meets the expected standards or it is determined the individual is not suited for the position. Action is taken as necessary.

Appendix C

TRS, IP, VRS and CapTel Pledge of Confidentiality

Video Relay Service Training Outline and Qualifications

All Sprint VRS interpreters are qualified and will adhere to the Registry of Interpreters for the Deaf (RID) Code of Ethics. The VRS interpreter qualifications are listed below:

- Certified by the NAD at levels III, IV, or V or certified by RID as IC/TC, CI, CSC, LSC or MSC or demonstrated State equivalent. (Note: In rare instances, VIs may process Sprint VRS calls prior to certification based on qualifications and interpreting skills).
- Possess English language skills at a college level.
- Observe strict confidentiality guidelines using RID's Code of Ethics.
- Function in a totally transparent mode.
- Possess strong receptive and voicing skills.
- Possess sensitivity to the needs of the Deaf, Hard of Hearing and hearing parties
- Have a wide range of experience working in the deaf Community utilizing ASL, PSE and Signed English Community utilizing ASL, PSE and Signed English communication modes in social, economic, and educational settings.
- Possess interpreting experience for persons who have minimal language skills.
- Possess computer literacy, including familiarity with current Windows operation system, and be able to operate computer and video equipment.
- Exhibit superior customer service skills.
- Posses the skill to conduct video interpretation sessions with a wide range of individuals.
- Have a good command of English grammar and composition.
- Possess clear and articulate voice communications.
- Be familiar with speech and disability cultures, languages, and etiquette.
- Possess the ability to work under pressure.
- Be capable of working in a multi-tasked environment.
- Have the skill to conduct telephone conversations with a wide range of individuals.
- Be a citizen of the U.S. or an alien who has been lawfully admitted for permanent residence as evidenced by the INS Permanent Resident Card (INS Form I-551).
- Successfully completed, as a minimum, training to include deaf culture, American Sign Language, sensitivity to the capabilities and needs of people with speech impairments, the VI's role in the relay process, and training in interpersonal skills to handle difficult or stressful conversations.
- Beginning college level skills in English grammar and diction.

RELAY CENTER CODE OF ETHICAL BEHAVIOR

AS PART OF THE RELAY SERVICES ORGANIZATION, ALL EMPLOYEES, CONTRACTORS AND VISI-
TORS ARE BOUND TO THE LAWS OF THE STATE AND THE FOLLOWING GUIDELINES:

1. ALL TELECOMMUNICATIONS RELAY SERVICE CALL RELATED INFORMATION IS TO BE
   STRICTLY CONFIDENTIAL. The employee, contractor or visitor shall not reveal any information
   acquired during or observing a relay call. Any call-related questions or problems are to be discussed
   with management.
2. NOTHING IS TO BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR
   THE SPIRIT OF THE SPEAKER. The employees hall transmit exactly what is said in the way that it is
   intended in the language of the customer's choice.
3. NOTHING IS TO BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR
   THE SPIRIT OF THE SPEAKER. The employee shall not advise, counsel, or interject personal
   opinions, even when asked to do so by the consumer.
4. TO ASSURE MAXIMUM USER CONTROL, THE EMPLOYEE WILL BE FLEXIBLE IN ADAPTING TO
   THE CONSUMER'S NEEDS.
5. EMPLOYEES WILL STRIVE TO FURTHER COMPETENCY IN SKILLS AND KNOWLEDGE
   THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN
   THE FIELD.

I have read and understand the Relay Center Code of Ethical Behavior. I agree to comply with this Code
and any applicable State and Federal laws pertaining to Telecommunications Relay Services and
understand that failure to do so will lead to company disciplinary action that may result in my termination
and criminal prosecution.

_____
EMPLOYEE/CONTRACTOR/VISITOR SIGNATURE   DATE

_____
MANAGER/SUPERVISOR SIGNATURE   DATE

CapTel CA Pledge of Confidentiality

Confidentiality Policy

- I will not disclose to any individual (outside of a member of the *CapTel* management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any *CapTel* call.
- I will not act upon any information received while processing a *CapTel* call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at *CapTel* Inc.
- I will not share any information about *CapTel* calls with anyone except a member of the *CapTel* Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at *CapTel* Inc. after my employment ends.
- I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the *CapTel* Inc. management staff.
- I will not share with anyone any technical aspect of my position at *CapTel* Inc. unless asked by a member of the *CapTel* Inc. management staff.

- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at *CapTel* Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

_____
Employee Name   Date

7-1-1
OREGON
Telecommunications Relay Service
Dial 7-1-1 to Place a Relay Call

Appendix D

E911 Call Procedure

E 911 Call Procedure

Sprint uses a system for incoming emergency calls that automatically and immediately transfers the relay user to the nearest Public Safety Answering Point (PSAP). Sprint considers an emergency call to be one in which the user of the relay service indicates they need the police, fire department, paramedics, or ambulance. The following steps will be taken to connect the caller to the correct PSAP:

- The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, will hit a "hot key".

- The CA's terminal sends a query to the E911 database containing the caller's geographic area ANI.

- The database responds with the telephone number of the PSAP that covers the geographic source of the call, and then, automatically dials the PSAP number, and automatically passes the caller's ANI to the E911 service center.

The CA remains on the line until emergency personnel arrive on the scene unless previously released by the caller. The CA also verbally passes the caller's ANI onto the E911 center operator. If the inbound relay caller disconnects prior to reaching E911, the CA will stay on the line to verbally provide the caller's ANI to the E911 center operator.

When a CapTel user dials 9-1-1, Sprint will route the call directly to the most appropriate PSAP. The 911 PSAP center will receive the caller's Automated Number Identification and Automated Locator Identification. If the call is disconnected, the 911 center will call the CapTel user back.

If a CapTel user had only one line connected to their CapTel phone, captions will not be engaged on the call. A prompt on the phone will instruct the CapTel user how to communicate with the 9-1-1 center to request Voice-Carry-Over communications to begin. The PSAP would be engaged in typing directly to the user, and the user would be able to speak to the 911 dispatcher.

Appendix E

Sprint Carrier of Choice Letter of Invitation

Sprint

(date)

(name)
(Company name)
(address)
(telephone)
(fax)
(e-mail address)

> Re: (Customer's name and phone number -- requested LEC for COC)

Thank you for your interest to complete (Company Name) Long Distance calls with Sprint Telecommunications Relay Service (TRS). As the default Toll carrier for processing relay calls in more than thirty-two states (32), Sprint currently transports the traffic of customers who have selected you as their Toll carrier. However, many of your customers would prefer to use (Company Name) LD for their toll calls. At present, Sprint TRS is unable to send the toll calls from the regional centers or state access tandem to your network. Hence, this letter is being written to make you aware of a potential service-impacting issue regarding TRS calls and measures your company can take to ensure your customers' toll calls are completed through TRS. The Americans with Disabilities Act of 1990 mandate TRS, and TRS standards are established and are monitored by the Federal Communications Commission (FCC). TRS is a service that links telephone conversations between standard (voice) telephone users and people who are deaf, hard of hearing, deaf-blind, or speech disabled using Text Telephone (TTY) equipment. The State Public Utilities Commission manages the day-to-day operations of TRS and has contracted with Sprint Corporation to provide relay service in their states.

Both, the Americans with Disabilities Act of 1990 and FCC's Order 00-56 on TRS mandate that all states provide TRS and that TRS users <u>shall have equal access to their chosen interexchange carrier and to all other operator services,</u> to the same extent that such access is provided to voice users. In order to provide this access to your customers, your company is encouraged to submit a letter of authorization to accept TRS calls from Sprint.

Attachment A lists the facility-based providers who currently participate at Sprint TRS Carrier of Choice program. If your company (or your facility based provider) is not currently listed, please review the following and determine the appropriate follow-up action needed to be taken:

Facility-based provider

1. If you *are a participating member* at Sprint Carrier of Choice program, please disregard.

2. If you *are not a participating member* at Sprint Carrier of Choice program, you need to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below).

Non-facility based provider

1. If your underlying toll carrier *is a participating member* at Sprint Carrier of Choice program, Sprint can implement the IXC brand name and pass the toll call information to the underlying carrier's CIC code. Please submit a letter of authorization that would advise Sprint to implement the carrier brand name and to send the toll call information to its underlying toll carrier.

2. If your underlying toll carrier *is not a participating member* at Sprint Carrier of Choice program, you will need to work with your underlying toll carrier to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below).

Before you submit a letter of authorization to Sprint TRS, please consider the following four factors:

3. Your CIC codes or your underlying toll carrier CIC codes associated with 1+, 0+, and 0- and International dialing must be loaded into the regional (and/or state) access tandems.

4. You or your underlying toll carrier will need to support SS7 tandem interconnection.

5. You or your underlying toll carrier will need to ensure that your translation tables are updated in order to appropriately receive, rate, and bill Sprint calls per Bellcore industry standards. Sprint calls are designated as ANI II Digit Pair *60, 66, and 67*.

6. If you utilize more than one underlying toll carrier to carry the toll traffic, select a single toll carrier that will accept Sprint traffic.

> *Note: For detailed information regarding access tandem interconnection and carrier of choice provisioning through Sprint, please refer to ATIS/NIIF-008, the "Telecommunications Relay service – Technical Needs" document.*

Attachment B lists Access Tandem Interconnection locations which Sprint TRS is connected with. The best way to provide access to your Toll network through relay service for your customers is to designate the 13 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off Toll relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with minimal time delay, routed to your network. Should you not have a presence at one or more of the Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem. *Attachment C* is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Carrier of Choice program, Sprint will schedule translation updates in the next available release (usually 45 to 90 days). **Information obtained from the carriers will be used solely for the purpose of providing equal access for** (Company Name) **LD customers and shall be held proprietary.**

Sprint welcomes your company's participation in our TRS Carrier of Choice program at **no cost** to you if your company has network presence at any of our listed regional center/state access tandem locations. Your participation at the Sprint Carrier of Choice program will create a win-

win situation for our customers. Through Sprint, as the relay provider, customers will be able to enjoy uninterrupted service and your company will be able to generate additional revenue.
Thank you for your prompt attention to this matter. If you have any questions concerning with the letter, please do not hesitate to call (Account Manager) at (phone number) or email at (e-mail address).
Sincerely Yours,

(your name)

CC: Michael Fingerhut, Federal Regulatory, Sprint
      Angela Officer, Program Manager, Sprint

Attachment A

Current participating members (facility-based providers) at Sprint TRS Carrier of Choice:

Entity	CIC Code
AT&T Communications	0288
Bell South Long Distance	0377
Bestline	0302
Birch Telecom	0678
Broadwing Communications	0948
Broadwing Telecommunications	0071
Cox Communications	6269
Excel Telecommunications, Inc.	0752
Global Crossings Telecommunications	0444
MCIWorldCom	0222
McLeod USA	0725
Qwest Communications	0432
SBC Communications Long Distance	5792
Souris River Telecommunications	0770
Sprint	0333
Telecomm*USA (MCIWorldCom)	0220, 0321, 0835, 0987
Touch America Services, Inc.	0244
U.S. Link	0355
VarTec dba Clear Choice Communications	0636
VarTec Telecom, Inc.	0465, 0638, 0811, 0899, 5111
Verizon Long Distance	5483
Winstar	0643
Working Assets	0649
WorldCom	0555, 0987
WorldXChange	0502, 0834

Updated: 8/12/07

Attachment B

Access Tandem Interconnection Locations

State	Access Tandem	Tandem CLLI	Tandem LEC
Missouri	Kansas City	KSCYMO5503T	SBC
Texas	Ft Worth	FTWOTXED03T	SBC
North Carolina	Charlotte	CHRLNCCA05T	Bell South
South Carolina	Charleston	CHTNSCDT60T	Bell South
New York	Syracuse	SYRCNYSU50T	Verizon
Ohio	Dayton	DYTNOH225GT	Ameritech
South Dakota	Sioux Falls	SXFLSDCO09T	Qwest
North Dakota	Bismarck	BSMRNDBC12T	Qwest
Arkansas	Little Rock	LTRKARFR02T	Southwestern Bell
Florida	Miami	NDADFLGG01T	Bell South
California	Sacramento	SCRMCA0103T	Verizon / Pac Bell
Colorado	Denver	DNVRCOMA02T	Qwest
Illinois	Chicago	CHCGILNE50T	Ameritech
Minnesota	Owatonna	OWTNMNOW12T	Qwest
Wyoming	Cheyenne	CHYNWYMA03T	Qwest

Updated: 8/12/07

Attachment C

S A M P L E Letter of Authorization

< DATE >

<Name>, Account Manager
<Street1> <Street2>
<City>, <State> <Zip Code>
FAX: <Fax. No.>

This letter of authorization has been issued to give Sprint TRS permission to send < Toll Carrier Company Name > toll traffic associated with 1+, 0+, and 0- and International dialing through Sprint TRS at the < Regional COC Tandems >.

1. Regional COC Tandems

You will need to provide Sprint with the following:

Toll Carrier: < insert name>

CIC Code: <insert CIC)

Underlying Toll Carrier: <insert name>
Underlying Carrier CIC Code: <insert CIC>

Choose Tandem Below

State	Access Tandem	Tandem CLLI	Tandem LEC
Missouri	Kansas City	KSCYMO5503T	SBC
Texas	Ft Worth	FTWOTXED03T	SBC
North Carolina	Charlotte	CHRLNCCA05T	Bell South
South Carolina	Charleston	CHTNSCDT60T	Bell South
New York	Syracuse	SYRCNYSU50T	Verizon
Ohio	Dayton	DYTNOH225GT	Ameritech
South Dakota	Sioux Falls	SXFLSDCO09T	Qwest
North Dakota	Bismarck	BSMRNDBC12T	Qwest
Arkansas	Little Rock	LTRKARFR02T	Southwestern Bel
Florida	Miami	NDADFLGG01T	Bell South
California	Sacramento	SCRMCA0103T	Verizon / Pac Bel
Colorado	Denver	DNVRCOMA02T	Qwest
Illinois	Chicago	CHCGILNE50T	Ameritech
Minnesota	Owatonna	OWTNMNOW12T	Qwest
Wyoming	Cheyenne	CHYNWYMA03T	Qwest

Updated 8/12/07

2. **Call Type Restrictions**

< Toll Carrier Brand Name > will accept any intrastate, international and operator services call types that will be routed to the < tandem location(s) > tandems.

OR

< Toll Carrier Brand Name > will accept any (*specify intrastate, interstate, international, and operator services*) call types except for (*specify what call types and restrictions*) that should not be routed to the < tandem location > tandems.

If there are any questions regarding this letter of authorization, please contact < Name >, < Job Title >, < Department Name > at xxx-xxx-xxxx.

Sincerely, < Name >< Job Title >, < Department Name >